



U.S. Mission Kazakhstan



This message is distributed to you via the Warden Message system of the U.S. Mission in Kazakhstan. Wardens, please distribute this message to all U.S. citizens in your warden zone.

**Security Message for U.S. Citizens:
U.S. Mission Kazakhstan Air Travel Policy
20 May 2013**

This message informs U.S. citizens living or traveling in Kazakhstan that U.S. government employees are prohibited from traveling on any Kazakhstani airline operating regularly scheduled flights except Air Astana. As there is no direct commercial air service to the United States by carriers registered in Kazakhstan, the U.S. Federal Aviation Administration has not assessed standards for civil aviation safety in Kazakhstan. The International Civil Aviation Organization (ICAO, a specialized agency of the United Nations), however, has identified serious and persistent lapses in the safety oversight of commercial air service on Kazakhstan-registered airlines. The policy prohibiting flights on Kazakhstani airlines other than Air Astana only applies to the official travel of U.S. governmental personnel under Chief of Mission authority and will be reevaluated as reforms are undertaken and future technical reviews, such as audits by ICAO, determine that Kazakhstan's civil aviation operations more substantially comply with acceptable international safety standards.

We strongly recommend that U.S. citizens traveling to or residing in Kazakhstan enroll in the Department of State's [Smart Traveler Enrollment Program](#) (STEP). STEP enrollment gives you the latest security updates, and makes it easier for the U.S. embassy or nearest U.S. consulate to contact you in an emergency. If you don't have Internet access, enroll directly with the nearest U.S. embassy or consulate.

Regularly monitor the State Department's [website](#), where you can find current [Travel Warnings](#), [Travel Alerts](#), the [Worldwide Caution](#) and the [Country Specific Information for Kazakhstan](#). For additional information, refer to "[A Safe Trip Abroad](#)" on the State Department's website.

Contact the U.S. embassy or consulate for up-to-date information on travel restrictions. You can also call 1-888-407-4747 toll-free from within the United States and Canada, or 1-202-501-4444 from other countries. These numbers are available from 8:00 a.m. to 8:00 p.m. Eastern Time, Monday through Friday (except U.S. federal holidays). Follow us on [**Twitter**](#) and the Bureau of Consular Affairs page on [**Facebook**](#), and download our free [**Smart Traveler App**](#), available through [**iTunes**](#) or [**Google Play**](#), to have travel information at your fingertips.

The U.S. Embassy Consular Section in Astana, Kazakhstan is located at: Ak Bulak 4 Street 23-22, Building 3, Entrance from Manas Street, Astana, Kazakhstan 010010, E-mail is USAKZ@state.gov, and is open Tuesday and Thursday from 2:00 until 4:00 p.m., Telephone: 7-7172-70-21-00 Facsimile: 7-7172-70-22-80, Emergency after-hours telephone: 8-7172-70-22-00.

The U.S. Consulate General Almaty, Kazakhstan is located at: 97 Zholdasbekov St., Samal-2, Almaty, Kazakhstan 050059; use entrance A2 into the building and you will be escorted to the Consular section. E-mail: USAKZ@state.gov, and is open Monday, Tuesday, Wednesday and Friday from 1:00 until 4:00 p.m. Telephone: 7-727-250-76-12/17, Emergency after-hours telephone: 7-727-250-76-12/17; Facsimile: 7-727-250-48-84.

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